

How to set up your Teladoc Health (Teladoc) account

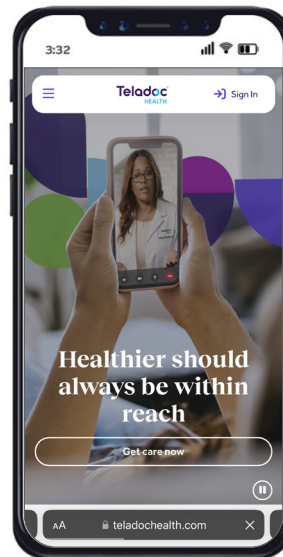
Registration

Step 1: Go to teladoc.com, and click *Sign-In* in the top right-hand corner. Then click *Create a new account* at the bottom of the screen.

You can also visit https://member.teladoc.com/registrations/get_started to register. The first screen you will see is shown to the far right. Fill in your demographic information and select *Next*.

Note: Do not check the health code box.

Do not check the box indicating you received a Teladoc health code that appears below date of birth. **YOU DO NOT NEED A TELADOC HEALTH CODE TO REGISTER.**

The image shows the first registration screen of the Teladoc Health app. The title is 'Let's start by finding your benefits'. Below the title, there's a list of required fields: 'First Name*', 'Last Name*', 'Date of birth*' (with a MM/DD/YYYY format hint), 'Country*' (with a dropdown menu showing 'United States of America'), 'Zip code*', and 'Email address*'. Each field has a corresponding input box.

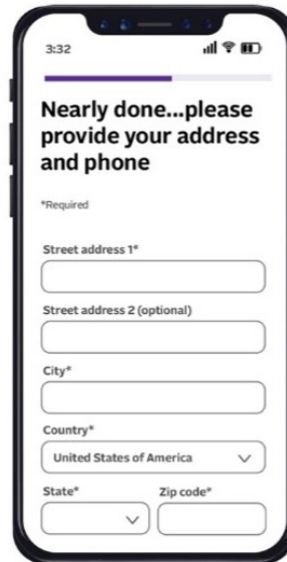
Step 2: Select the Insurance company "Independence Administrators," enter your member ID number, and select *Next*.

The image shows the second registration screen of the Teladoc Health app. The title is 'We found a match!'. Below the title, there's a sub-header 'These care options are available with your coverage.' and a list of insurance options. The first option is 'BC PPO CLASSIC ACTIVE CA', which is selected. Below the list, there's a link 'Is this incorrect? Add new coverage or call us at 1-800-835-2362'. At the bottom, there's a 'Next' button.The image shows the third registration screen of the Teladoc Health app. The title is 'Select your health insurance'. Below the title, there's a sub-header '*Required'. Below that, there's a dropdown menu for 'Insurance company*' with a search icon and the text 'Name of Insurance Company'. Below the dropdown, there's a link 'No insurance? You can also pay per visit.'. At the bottom, there's a 'Next' button.

Step 3: You will be asked to enter/confirm that your address is correct, create a username and password, answer security questions, enter your phone number, and select your preferred language for visits. After completing these fields, click *Next*.

Once you register, you can log in to your Teladoc account and request a consultation. You can choose the type of provider you want to see, the time and date of your appointment, and the method of communication. You can also upload any relevant medical records or images.

You will receive a confirmation email and a reminder before your appointment. You can also cancel or reschedule your appointment if needed.



3:32

Nearly done...please provide your address and phone

*Required

Street address 1*

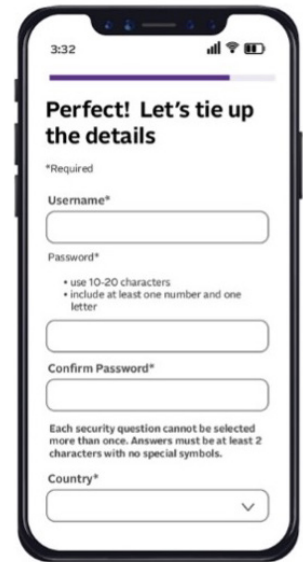
Street address 2 (optional)

City*

Country*

United States of America

State* Zip code*



3:32

Perfect! Let's tie up the details

*Required

Username*

Password*

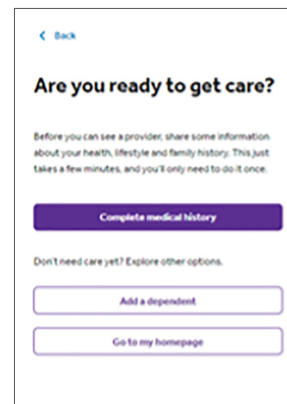
- use 10-20 characters
- include at least one number and one letter

Confirm Password*

Each security question cannot be selected more than once. Answers must be at least 2 characters with no special symbols.

Country*

Step 4: Complete your medical history if you are seeking to do a Teladoc visit. Some questions may be specific to your gender and age. If you do not need care at this time, there are links to *Add a dependent* or *Go to my homepage*.



< Back

Are you ready to get care?

Before you can see a provider, share some information about your health, lifestyle and family history. This just takes a few minutes, and you'll only need to do it once.

Complete medical history

Don't need care yet? Explore other options.

Add a dependent

Go to my homepage

How to schedule an appointment using Teladoc

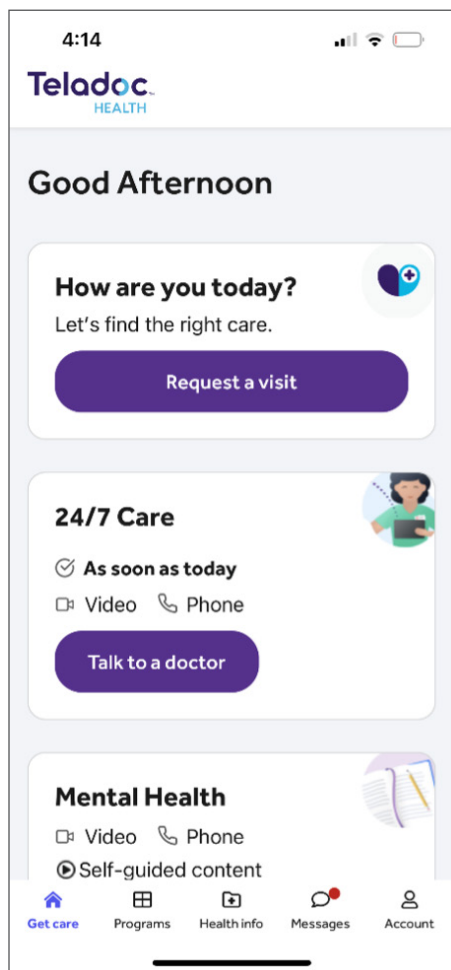
Making an appointment

Making an appointment is easy, just follow the steps for the type of virtual care you are seeking. **Note:** You will need to provide your credit or debit card information when setting up your account, even if your plan has \$0 copay for visits.

Step 1: Select the type of care you need.

Step 2: Select the patient seeking care. You can also add a dependent if none appears.

Step 3: Choose the location you will be located during your scheduled appointment. **Note:** Your provider will be assigned based on your location.



4:14

Teladoc
HEALTH

Good Afternoon

How are you today?
Let's find the right care.

Request a visit

24/7 Care

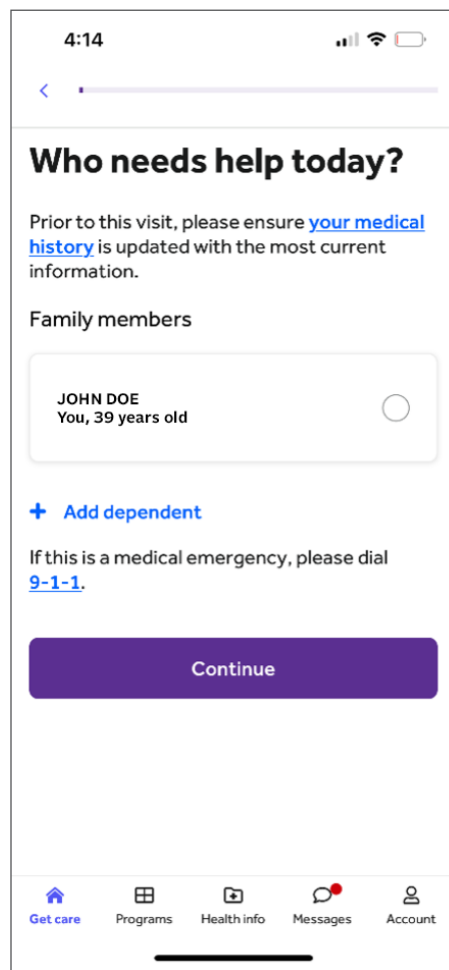
✓ As soon as today
□ Video ☎ Phone

Talk to a doctor

Mental Health

□ Video ☎ Phone
▶ Self-guided content

Get care Programs Health info Messages Account



4:14

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Who needs help today?

Prior to this visit, please ensure [your medical history](#) is updated with the most current information.

Family members

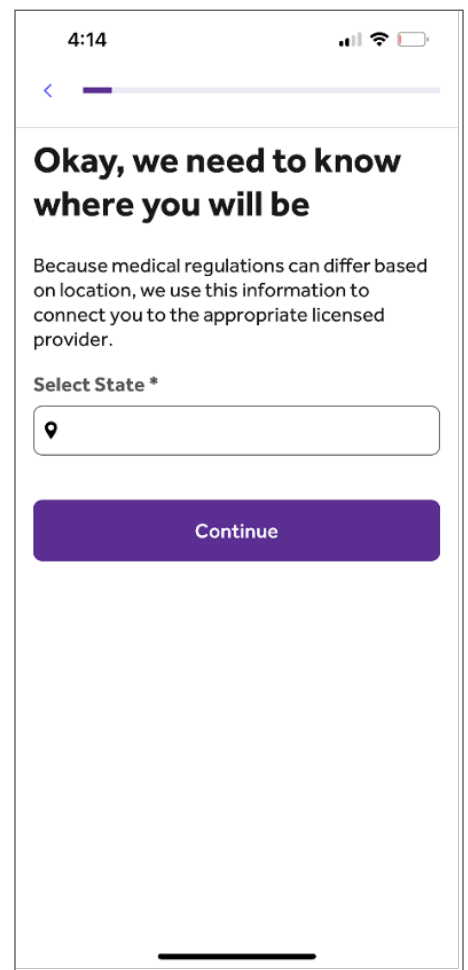
JOHN DOE
You, 39 years old

+ Add dependent

If this is a medical emergency, please dial [9-1-1](#).

Continue

Get care Programs Health info Messages Account



4:14

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Okay, we need to know where you will be

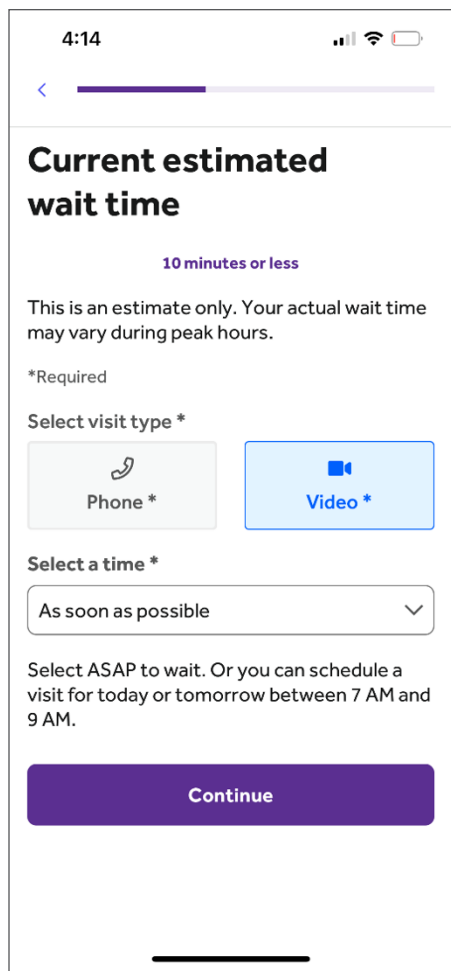
Because medical regulations can differ based on location, we use this information to connect you to the appropriate licensed provider.

Select State *

📍

Continue

Step 4: You'll receive an estimated wait time based on the time you select for your appointment, where you can also select the preferred format of your appointment (video call or phone call).



4:14

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Current estimated wait time

10 minutes or less

This is an estimate only. Your actual wait time may vary during peak hours.

*Required

Select visit type *

Phone * Video *

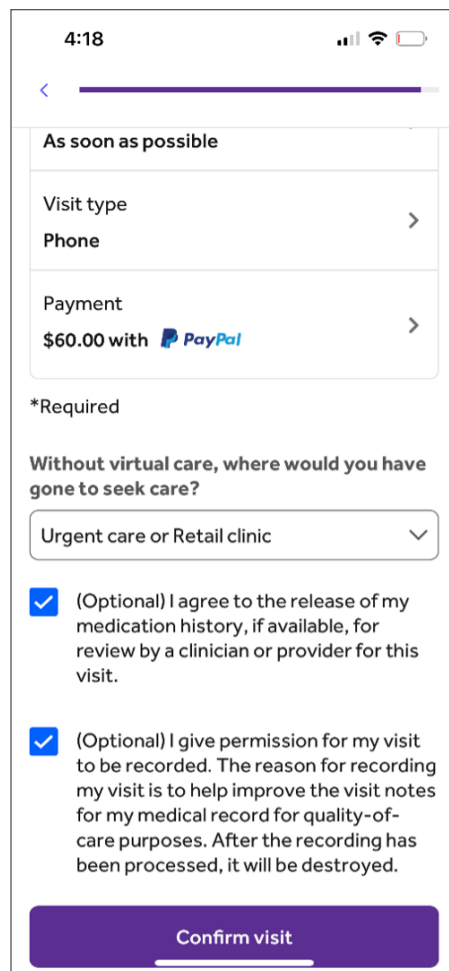
Select a time *

As soon as possible

Select ASAP to wait. Or you can schedule a visit for today or tomorrow between 7 AM and 9 AM.

Continue

Step 5: Review the information for your visit before confirming your appointment. Once confirmed, you'll be notified via text or email of your upcoming appointment.



4:18

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As soon as possible

Visit type >

Phone

Payment >

\$60.00 with  PayPal

*Required

Without virtual care, where would you have gone to seek care?

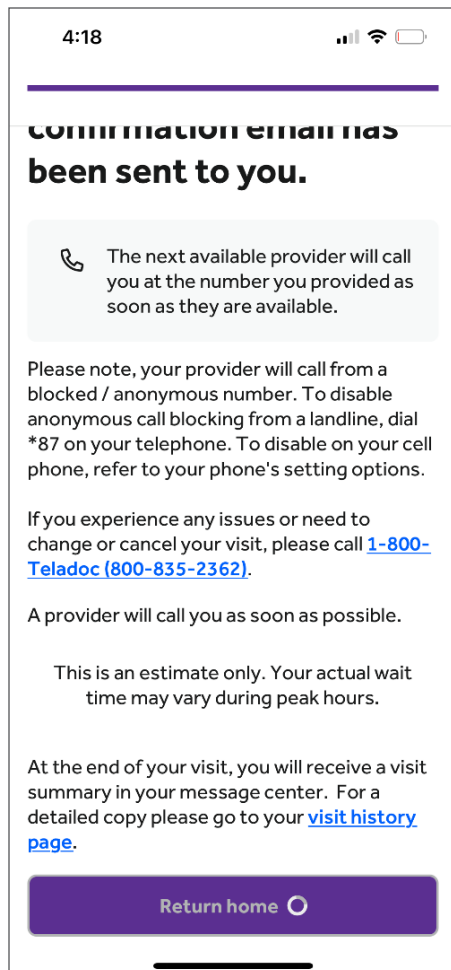
Urgent care or Retail clinic

☒ (Optional) I agree to the release of my medication history, if available, for review by a clinician or provider for this visit.

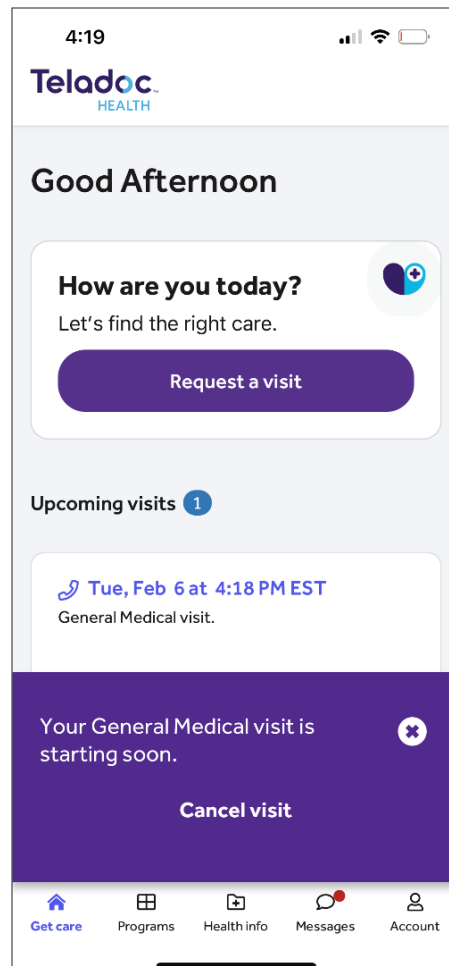
☒ (Optional) I give permission for my visit to be recorded. The reason for recording my visit is to help improve the visit notes for my medical record for quality-of-care purposes. After the recording has been processed, it will be destroyed.

Confirm visit

Step 6: You'll receive an appointment confirmation by email or text.



Step 7: You can see or cancel your upcoming appointments in your Teladoc account home screen.

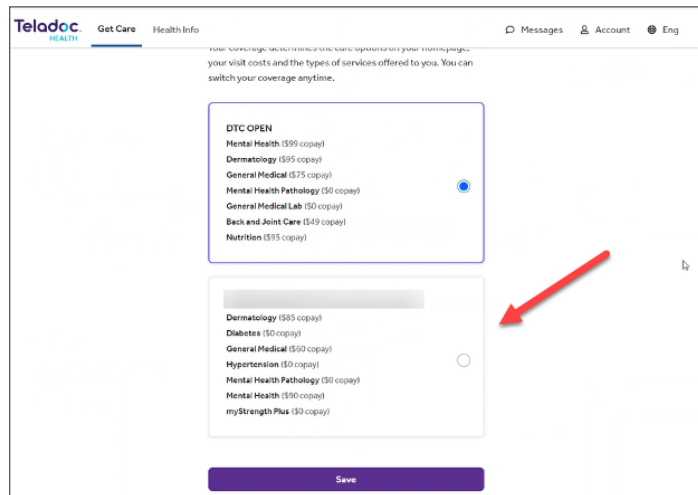


Frequently Asked Questions about using Teladoc Health

How do I confirm my health plan?

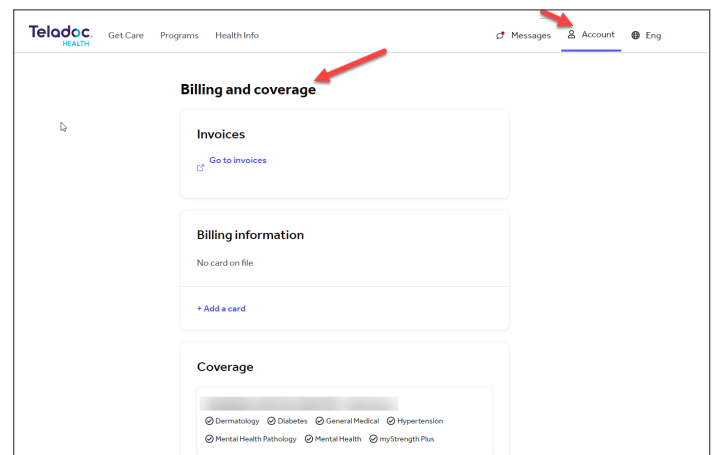
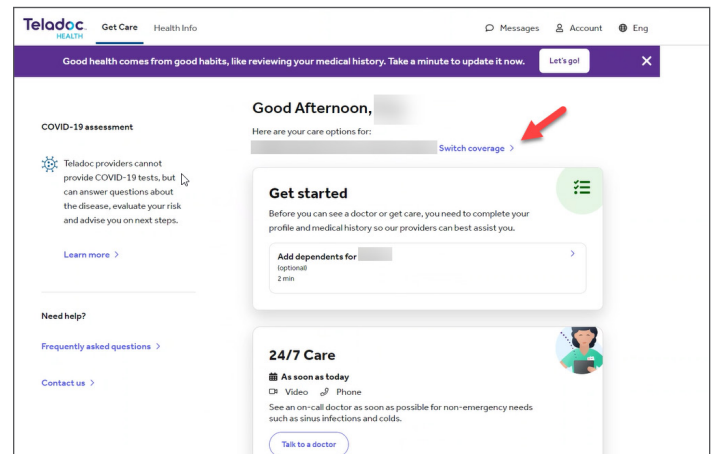
It is important to confirm your health insurance plan in Teladoc. If you had a Teladoc or Livongo account in the past, you will have to select your current Independence Administrators coverage before you use your new Teladoc benefits. If you are not connected to your Independence Administrators plan, you may see incorrect benefit information.

There are several options to confirm your health plan. When you sign in to Teladoc, you may see a prompt to select from different coverage options. You should choose the option that matches your current coverage.



Note: If you see the screen above, please ignore the costs displayed next to your coverage. These are not your true costs. The costs you pay will be displayed before you schedule an appointment.

You can also confirm that your coverage is displaying correctly on your Teladoc homepage, and switch between coverages you may have by clicking "switch coverage" as displayed below. If you need to review or change your coverage, you can confirm this by going to your Homepage, click on *Account* at the top of your screen, then click on *Billing and Coverage*. When you scroll down, you can see all the coverages on your account, and add additional or new coverage should you need to. You can also contact Teladoc customer service at 1-800-835-2362 if you have any questions or issues.





How do I obtain a refund for an appointment I paid out of pocket for?

If you registered for Teladoc and had a visit in January, please also confirm that you paid the correct amount listed in your health plan benefits.

If you paid a higher copay or cost-sharing, you are eligible for a refund from Teladoc. To request a refund, please call the number on the back of your member ID card.

The reimbursement will be processed within 7 – 10 business days after Teladoc verifies your information and what you paid for the appointment. You will receive an email confirmation of the refund to your original method of payment.

Do you need to re-register for Teladoc?

If you registered for Teladoc and had a consultation before January 12, you will need to re-register your account. In early January there was a registration issue with Teladoc that has been resolved. Re-registering will take a few minutes and you can use the same email and password as before.

If you have an appointment scheduled for a future date, you will also need to reschedule this appointment once the re-registration process is complete.